



Unity Health Plans Insurance Corporation
UW Health Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
 unityhealth.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	77,147
Years of Operating Experience	23
Total Number of Primary Care Physicians (PCPs).....	225
Percentage of PCPs Accepting New Patients	71.2%
Percentage of Board Certified Specialty Care Physicians.....	93.4%
Number of Urgent Care Facilities	3
Number of Dentists.....	33
Percentage of Dentists Accepting New Patients	100%





ADDITIONAL INFORMATION

Referral Requirements	<p>No written referral requests are needed when you seek care for medically necessary covered services from UW Health providers in Dane County. In addition, covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your Primary Care Physician (PCP), but you must use a participating network specialist.</p> <p>Out-of-plan provider requests do require a written referral request from your physician that must be approved by Unity and will be reviewed only for services that are not available from participating providers in the UW Health Network. You, your PCP and the specialist to whom you're being referred will receive notification in writing from Unity stating the decision on your referral request. Please contact Unity Customer Service at 1-800-362-3310 with any questions.</p>
Prior Authorization Requirements	<p>Prior authorization from Unity is required to receive specialty care from Associated Physicians unless you have an Associated Physicians PCP. For behavioral health requirements, please refer to the Outpatient Mental Health Network/Policy on the next page. Also, some medical services, procedures and equipment require prior authorization and your physician must obtain approval from Unity for covered benefits to be paid. Your physician submits the prior authorization request to Unity. You, your PCP, and the specialist requesting the service will receive a notification in writing from Unity stating the decision on your prior authorization request.</p>
Medicare Claims Procedure	<p>Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.</p>
OnLine Services	<p>Unity's web site is a valuable resource of information. Visit unityhealth.com to:</p> <ul style="list-style-type: none"> • Learn more about Unity's health and wellness programs. Just click on the Fitness and Wellness icon on the home page. This will give you access to information on Unity's Fitness First and Fitness First for Kids programs, in addition to Health First, Wellness First and Weight Watchers® programs. • Find participating providers by clicking on the Find a Doctor icon on the home page. Next, select State and Local Government Participant and then choose your network to access our provider directory. • Access Benefits Assistant, a secure portal to your claim information and authorizations. With Benefits Assistant you can perform enhanced provider searches and view your eligibility and specific health plan benefits. In addition, you can change your PCP or request new ID cards. Benefits Assistant is a fast, easy, and convenient online service that places your

ADDITIONAL INFORMATION

health insurance information at your fingertips – 24 hours a day, 7 days a week.

Outpatient Mental Health Network/Policy	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 for prior authorization of all mental health assessments and treatment. For AODA needs, call Gateway Recovery at (608) 278-8200. A referral from your PCP is not needed for either mental health or AODA care.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may select a different PCP within the UW Health Network. Changes to your PCP may be made by contacting Unity and your payroll office. The change will become effective the first day of the month following Unity's receipt of your request.
Dental Benefits If Provided	Unity pays 100% up to \$1,000 per member each calendar year for preventive and specified restorative care. Orthodontic care is covered at 50% of the first \$3,000 in covered services for a lifetime maximum payment of \$1,500. All services must be received at a participating UW Health Network dentist. Call Unity Customer Service at 1-800-362-3310 for a complete list of benefits.
Quality Improvement Initiatives	<p>Because quality is important, Unity's focus is on the following initiatives:</p> <ul style="list-style-type: none"> • Establish a new depression health management program. • Focused customer service training throughout Unity Member Services to enhance member retention and improve Unity's 94% member satisfaction rating. • Establish a Fitness First for Kids program for children 5-18 years of age because Unity knows the value of developing exercise habits at an early age. • Continued focus on Health Plan Employer Data and Information Set (HEDIS) and Consumer Assessment of Health Plans (CAHPS) results to again be named one of the country's top 50 commercial health plans <i>by US News and World Report</i>. Unity is working with physicians and members to improve colorectal cancer screening rates. Unity is also improving the patient reminders for our disease prevention programs. • Change Social Security based identification (ID) numbers to randomly assigned ID numbers to help protect your privacy.

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	 ✓  ✓  ✓  ✓	Associated Physicians and UW Health providers.

* Please refer to the Unity-UW Health Provider Directory for a complete listing of participating providers. Visit our web site at unityhealth.com and click on the Find a Doctor icon, or call Unity Customer Service at 1-800-362-3310 to obtain information.